

## National Park Service SmartPay Program Guidelines

	Page
<b>Chapter 1: Program Overview</b>	
1.1 Background	3
1.2 Definitions	3
1.3 Roles and Responsibilities	4
1.4 Cardholder Training Requirements	5
1.5 Transfer/Separation of Cardholder	5
1.6 Unauthorized Use/Penalties	5
1.7 Lost or Stolen Cards and Convenience Checks	5
<b>Chapter 2: General Charge Card Procedures</b>	
2.1 Application Procedures	6
2.2 Authorized Uses	6
2.3 Card and Convenience Check Security	7
2.4 Changes to your Account	7
2.5 Suspension and Cancellation of your Card for Nonpayment	7
2.6 Returned Checks, Late Fees, and Collection Charges	7
2.7 Disputes and Billing Errors	7
2.8 Errors involving Centrally vs. Individually Billed Transactions	8
2.9 Spending Limits	8
2.10 Tax Exemption Status	8
2.11 Internal Audits	8
<b>Chapter 3: Using Your SmartPay Card for Purchasing Goods and Services</b>	
3.1 Overview	9
3.2 Training Requirements	9
3.3 Purchase Limits	9
3.4 Tax Exemption Status	9
3.5 Regulatory Requirements	10
3.6 Authorized Uses of the Card	11
3.7 Prohibited Uses of the Card	12
3.8 Backorders	13
3.9 Shipping Addresses / Contact Points	13
3.10 Use of Convenience Checks	13
3.11 Using the Card as a Payment Tool	14
3.12 Reconciling your Monthly Statement	15
<b>Chapter 4: Using your SmartPay Card for Travel Related Expenses</b>	
4.1 General	16
4.2 Card Use	16
4.3 Personal Identification Number for Gasoline Purchases	16
4.4 Cash Advances	16
4.5 Travel Vouchers and Receipts	17
4.6 Corporate Accounts for Transportation Tickets	17

**Chapter 5: Role of the Agency/Organization Program Coordinator**

5.1	Overview	18
5.2	Responsibilities	18
5.3	Processing Application Forms	19
5.4	Maintaining Cardholder Accounts	19
5.5	Conducting Internal Reviews and Audits	20

**Chapter 6: Fleet Guidance**

6.1	Program Introduction and Goals	21
6.2	Scope	21
6.3	Fleet Card Threshold/Limit	21
6.4	Bulk Fuel/Repair Parts Purchases	21
6.5	Ordering Fleet Cards	21
6.6	Using the Fleet Card at the Pump	21
6.7	State Taxes/Billing	21
6.8	Motor Vehicle Maintenance	22
6.9	Care of Motor Vehicles	22
6.10	Fleet Card Administration and Fleet Manager Responsibilities	22

## SmartPay Program Guidelines

### Chapter 1: Program Overview

**1.1 Background:** The SmartPay credit card (the card) is made available to NPS employees as a convenient way to purchase and pay for certain work related goods and services. The card can be made available to all NPS employees, including temporary, term and seasonal employees. If you are authorized to travel on official business, you can use the card to pay for things like airline tickets, hotels, rental cars, fuel for rental cars, parking, shuttles and meals. If your supervisor approves it and you pass a test about government purchasing, you can also use the card to pay for many of the day to day items that you may need to do your job. Some employees can use their card only to pay for travel expenses while others can use it just to make purchases; still others can use it for both purposes. Your supervisor decides which (or both) uses will be authorized for you.

### 1.2 Definitions

- A. **Agency:** means the Department of the Interior
- B. **Agency/Organization Program Coordinator (A/OPC).** This is the person in a park or office that you should go to with questions and problems about the card and its use. The A/OPC will set up your account and work with other NPS offices and the issuing bank to help solve any problems and answer your questions.
- C. **Bureau:** means the National Park Service.
- D. **Centrally Billed Transactions:** Some items that you charge to your card are billed directly to your agency so you don't have to pay for them on your monthly statement. These are called centrally billed transactions. If you use your card to purchase goods and services to do your job, those charges are centrally billed. If you use your card for travel, some of those expenses, like airline tickets, car rentals, fuel for rental cars, parking, taxi and shuttle services also get centrally billed. You can tell on your statement when something is centrally billed because an "M" will appear next to the charge.
- E. **Convenience Check:** With the approval of both your supervisor and you're A/OPC, this is a check that you can obtain from the issuing bank to pay for goods and services when a merchant will not accept your card. Using convenience checks can be very expensive: There's a transaction charge of 1.9% of the purchase amount that your park or office must pay when you use one.
- F. **Disputes:** This is the name for the process used to fix certain problems that you run in to with the use of the card, such as billing errors and faulty merchandise. The dispute process is used only when your efforts to resolve a problem directly with the vendor have failed.

- G. **Electronic Account Government Ledger System (EAGLS):** This is the issuing bank's automated system, accessible through the Internet, that lets you, your reviewing official and you're A/OPC look at your account information and charges. Among other things, you can change your billing address and deal with certain billing problems through use of this system. The address for this site is [www.gov-eagls.nationsbank.com](http://www.gov-eagls.nationsbank.com)
- H. **Individually Billed Transactions:** Some travel-related expenses that you charge to your card are billed directly to you and you are expected to pay for them in full when you receive your monthly statement. These include things like hotel and restaurant bills and cash advances that you get from Automated Teller Machines (ATM).
- I. **Reviewing Official:** The person that approves your participation in the SmartPay Program and reviews your card activity every month to make sure that you are using the card properly. The Reviewing Official is usually your immediate supervisor.

### 1.3 Roles and Responsibilities

- A. **Agency/Organization Program Coordinator (A/OPC):** There are many levels of A/OPCs in the NPS. At a park or office level, the A/OPC manages the SmartPay Program. The A/OPC:
1. Makes sure cardholders and reviewing officials receive appropriate training.
  2. Determines cardholder account options sets that define your spending limits and how your card can be used.
  3. Approves and forwards card applications to the issuing bank. Forms may be obtained at the EAGLS website at <http://www.gcsuthd.nationsbank.com>.
  4. Works with park / office managers to write any additional procedures which may be needed at the local park or office level for the SmartPay Program.
  5. Conducts audits of the SmartPay Program following instructions received from regional and WASO A/OPCs.
  6. Submits and/or approves requests to the issuing bank for transfers of charges from "centrally billed" to "individually billed" or vice versa.

Regional A/OPCs are available to provide help and assistance to park A/OPCs; they also, in turn, can get help from the Washington Office (WASO) A/OPC.

- B. **Reviewing Official:** If you are a designated reviewing official, you are responsible for approving cardholder participation in the Program, setting monthly purchase limits for those with purchase authority, and reviewing the activity of cardholders to make sure that they are using the card properly. Reviews must be made monthly by looking at the cardholder's billing statement or by accessing the statement through the EAGLS web site. Monthly review procedures will be developed by each park / office as required. Copies of the paperwork used for this review must be maintained for three years. During the review process, if you find that an item was inappropriately acquired, you must make sure that the cardholder returns the item for credit. Should the item be

unavailable to return, a bill of collection must be issued to the card-holder. For additional information or help with problems, contact your park or office A/OPC.

- C. **Cardholders:** As a cardholder you are responsible for ensuring that your card is used by you and ONLY you, and solely for official and authorized purposes as part of your government employment. You also have to make sure that charges posted to your account are not only correct but that mistakes are fixed as soon after receipt of your monthly statement as possible. If you use your card for purchasing, you must retain the original receipts of all transactions for a period of three years.

**1.4 Cardholder Training Requirements:** Before you can have a card, you and your reviewing official must know the right way to use it. This document, along with information you'll get from the issuing bank, tells you how. If you are going to use the card for travel, you need to read the information in Chapter 4. If your supervisor wants you to use the card to buy items needed on the job, you both must study the special rules and procedures for purchasing goods and services described in Chapter 3, and you must pass a test to show that you know the special legal requirements for such use. See Chapter 3 for details.

**1.5 Transfer/Separation of Cardholder:** As long as you stay with National Park Service, your account can follow you to any new park or office. When your employment with the National Park Service is terminated (regardless of whether by resignation, retirement or involuntary separation), your card must be turned in and your account closed. This is the case, even if you transfer to another bureau in the Department of the Interior. Your account cannot be closed, however, until all your individually billed charges are paid. Parks / offices will implement procedures as part of the employee "check out" process for ensuring this happens.

**1.6 Unauthorized Use/Penalties:** If you use the card in ways that are not authorized, you may be committing fraud against the U.S. Government. If this happens, you will have your card immediately cancelled, and disciplinary action may be taken against you. This could include suspension and/or removal from your job. You will also have to pay back the Government for any non-approved purchases you may have made and you could be fined up to \$10,000 and / or imprisoned for up to five years.

**1.7 Lost or Stolen Cards and Convenience Checks:** If your card or convenience checks are lost or stolen, you must immediately:

- Call the issuing bank to let them know that the card is missing (800-472-1424).
- Tell your reviewing official.
- Tell your park or office A/OPC.

Your account will be immediately blocked and you will be sent a replacement card with a new number. You will not be held responsible for unauthorized charges.

## Chapter 2 General Charge Card Procedures

**2.1 Application Procedures:** The steps you must take to apply for the card vary depending on how the card is going to be used. Parks / offices can develop their own internal procedures for applying for the card, but these must be consistent with requirements contained in other parts of this manual.

When your card application has been processed, you will receive at least four mailings (five, if you are going to use your card for travel):

- a) Card Receipt Verification Letter - Contains a code you'll need to activate the card.
- b) Card Issuance Mailer - Contains the card and brochures. After you get this mailing, you can activate your card by calling the issuing bank and giving your account number and activation code.
- c) Program Guide - lists the features of the card and gives instructions on its use, including information on how to use EAGLS.
- d) Eagles Security Access Notification - Contains your EAGLS user ID and your user password.
- e) PIN Number - If you are using the card for travel, the PIN number will let you get travel advances from an ATM machine.

## 2.2 Authorized Uses

The chart below shows different uses for the card. Depending on how your card is set up, you might be able to use it for one or more of the following:

Type of Use	Purchase	Travel
Cash Advances	No	Yes
Airline, Bus, Train, and other travel tickets	No	Yes
Lodging and M&IE Expenses	No	Yes
Vehicle Rental/Lease	Yes (1)	Yes
Gas/Oil for Rental Vehicles	Yes (2)	Yes (2)
Bulk Fuel (Vehicle/Building)	Yes	No
Building/Land/Lease	Yes (1)	No
Telecommunications Equipment	Yes (1)	No

(1) With limitations (see Chapter 3 for specific information)

(2) When asked for a PIN number for gas, punch in 999999

**2.3 Card and Convenience Check Security:** You are responsible for the proper use and safeguarding of your card and convenience checks. You should safeguard your card and checks in the same reasonable manner that you safeguard your personal credit cards and checks. If you allow someone else to use your card or convenience checks you will have your card privileges revoked and you might also face disciplinary action. Parks and offices shall establish security procedures for the storage of convenience checks.

**2.4 Changes to your Account:** Using EAGLS, you can make changes to your account, such as your billing address and PIN number. You can also get a new card if your old one becomes unusable. Some changes will be forwarded to the A/OPC for approval, including credit limit changes and changes to the way that you can use your card. Information on how to use EAGLS for changes to your account can be found in the issuing bank's Cardholder Program Guide that you received with your card.

**2.5 Suspension and Cancellation of your Card for Nonpayment:** If you do not pay the balance of your account within 61 days, your account will be suspended and your A/OPC will be notified. Your A/OPC will, in turn, notify your reviewing official. At that point, the issuing bank may take collection actions. If your account is not paid within 96 days your account will be cancelled.

**2.6 Returned Checks, Late Fees, and Collection Charges:** If your payment check to the issuing bank is returned for non-sufficient funds, you will be charged \$20. If you are 120 days late in paying your bill, you will be charged \$20 per month until the bill is paid in full. You are personally responsible for paying these charges. If the issuing bank has to send your bill out to a collection agency, you will be charged up to 25% of the account balance in addition to other collection and court costs. These charges and costs, along with the original debt, can be involuntarily withheld from your biweekly paycheck.

**2.7 Disputes and Billing Errors:** There are two types of disputes that you may have to deal with; merchant disputes and billing errors.

- A. **Merchant Disputes:** Includes broken merchandise, the wrong merchandise, or merchandise that you did not receive. When this happens, you must talk to the vendor to correct the problem.
- B. **Billing Errors or Unresolved Merchant Disputes:** If you find charges on your statement that are wrong, or if you try to correct a problem with a vendor and you can't get results, call the Government Card Services Unit (GCSU) at 800-472-1424. Charges that you dispute will be temporarily taken off your account and you'll be sent a form so you can explain the dispute. You'll need to return this form to the issuing bank within 60 days after you receive a statement that's in error. The issuing bank will resolve the problem within 60-90 days after receiving your dispute form, and you'll be sent a letter saying they've done so.

**2.8 Errors involving Centrally vs. Individually Billed Transactions:** Occasionally, an item that should have been billed centrally to the bureau will appear on your monthly statement as an individually billed item. On the other hand, an item that should have been individually billed may appear as a centrally billed item. If this occurs, please contact your A/OPC to have the charges corrected.

**2.9 Spending Limits:** Your card comes with a set of spending limits that you cannot exceed. These include limits for single purchases (never to exceed \$2,500) and for total monthly purchases. You should talk with your reviewing official and your A/OPC to decide what your limits should be.

**2.10 Tax Exemption Status:** A tax exemption identification number is printed on each card. Purchases made for the direct benefit of the government are tax exempt, but most states limit tax exemption status to direct payment by the Government, e.g., centrally billed transactions, as opposed to reimbursement by individuals, e.g., individually billed transactions. Tax exemption is often not granted by certain types of vendors, most notably, lodging vendors. This is particularly true when there are local city, county or state taxes or surcharges levied. Cardholders should, none the less, mention the tax exempt number to merchants whenever there are questions regarding tax exempt status. Further state specific tax information may be found at: <http://www.taxweb.com /state/index.html>

**2.11 Internal Audits:** Audits help to ensure that cards are being used correctly, efficiently and legally. The Accounting Operations Center (AOC) will, on a quarterly basis, provide to A/OPCs a list of randomly selected cardholders. Park and Office A/OPCs will review these cardholder's purchases to ensure that the card is being used properly for both purchases and travel. Reviewers shall document their findings in accordance with locally developed procedures. Park / office A/OPCs also have the discretion of monitoring all card account activity regardless of the cardholder involved. If concerns or questions occur as a result, these will be documented and brought to the attention of both the cardholder and the reviewing official.



## Chapter 3

### Using Your SmartPay Card for Purchasing Goods and Services

**3.1 Overview:** Using your SmartPay Card (the card) is a quick and easy way to buy many of the day to day items that you may need to do your job. You can also buy these goods and services right when you need them. It saves you paperwork and lets your procurement office spend its time on the more difficult purchases. With your supervisor's approval, you can use convenience checks when the merchant does not accept the card. Remember that using convenience checks can be expensive! The fee for use is 1.9% of the purchase price.

**3.2 Training Requirements:** Before you can use your card for over-the-counter purchases, you must understand the information contained in this chapter and pass a test by getting 80% of the questions right. If your reviewing official has not done so, he or she must also meet these requirements. Training and testing must be conducted under the authority of a contracting officer. Your park or office A/OPC will set specific requirements for how this training will be managed and how the test will be taken.

### 3.3 Purchase Limits

**A. Single Purchase Limit:** You will have a limit on the amount of money you can spend each time you use your card. By law, that limit can't exceed \$2,500 per purchase unless you are a contracting officer. Your reviewing official and your A/OPC will decide what your limit should be based on the kind of job you have and the types of goods and services you need to purchase. Once set, you can buy any number of the same or different items up to that dollar limit. ***It is illegal to "split a requirement".*** That means making two or more separate purchases in order to get around your single purchase limit.

**B. Monthly Purchase Limit:** You will have a limit on the total amount of money you can spend during each month's billing cycle using your card. As with the single purchase limit, your reviewing official and your A/OPC will decide what your monthly limit should be based on the kind of job you have and the types of goods and services you need to purchase.

**3.4 Tax Exemption Status:** The payment of state and local sales taxes is generally not authorized when using the card to purchase goods and services, as state and local governments have no authority to levy sales taxes upon the federal government. However, there are some exceptions (e.g., in Arizona, Illinois, Kentucky, New Mexico, and South Carolina) depending on how the states' sales taxes are structured. Further, certain other taxes, such as those levied by some states or local, city or county governments may be valid. If this is likely to be an issue for your purchases, check with your park / office contacting officer to see if your geographic area is one of the exceptions.

The federal government is not exempt from certain excise taxes, such as those placed on motor fuel, tires, etc. Although there is no Tax Exempt Number specific to the National Park Service or the federal government as a whole, there is a tax exempt identification number for the Department of the Interior printed on the front of the card. When making purchases with the card, you need to draw the vendor's attention to that number (as the print is small and often overlooked). If the vendor declines to allow a tax exemption using the printed number on the card, you have two other choices: (1), offer the Department of the Interior's Taxpayer

Identification Number, which is 53-0197094, or (2), diplomatically decline to make your purchase and take your business elsewhere.

### 3.5 Regulatory Requirements:

**A. Overview:** All purchases you make using the card have to follow appropriations law and the rules in the Federal Acquisition Regulations (FAR). You also have to follow your park's or office's local purchase rules and you have to make sure that funds are available to cover the cost of your purchases. This is true for purchases made by telephone, in stores, by facsimile, or over the Internet.

**B. Required and Mandatory Sources of Supply:** The items that you purchase have to be obtained from specific sources. You have to check with these sources **first** to see if they have the item(s) you need before you can go anywhere else to buy them. The order you must follow is:

1. Excess Surplus Property (See your local property officer and the property management bulletin board on cc:Mail). Also check military surplus property listings on the Internet at <http://www.drms.com>.
2. UNICOR (United States Correctional Institutions). Also known as Federal Prison Industries, Inc.; <http://www.unicor.gov>. UNICOR carries standard and custom signs, bookcases, storage cabinets, chairs, decals, desks, file cabinets, office and household furniture, map shelves, name plates, hazardous material (HAZMAT) markings, and partitions.
3. JWOD Nonprofit Agencies (NIB/NISH); <http://www.jwod.gov>. Certain items **must** be purchased from the National Institutes for the Blind and the National Institutes for the Severely Handicapped under the Javits-Wagner-O'Day Program. Government agencies are **required** to support these programs. Mandatory purchase items include certain types of office supplies, hardware, cleaning supplies, household goods, and fire fighting supplies.
4. Federal Supply Schedules; <http://www.gsa.gov>. If an item costs more than \$300 and cannot be purchased from UNICOR or under JWOD, it may be available in a GSA Federal Supply Schedule. Most of the contracts are now optional, but you can usually save money by using a GSA contract vendor. Ask your contracting officer for assistance, or check the Internet for items currently available on schedule. These include lawn mowers, chainsaws, utility vehicles, tires, fire fighting equipment, power tools, furniture, etc.
5. Wholesale Supply Sources (GSA, DLA); <http://www.gsa.gov> and;
6. Open Market

As you can see, "Open Market" is the **last** option after all mandatory supply sources have been examined. To help you adhere to these requirements, most items available from mandatory sources may be located by searching the *GSA Advantage!* Web site, located at <http://www.gsa.gov/advantage>.

If catalogs from these sources are not available where you work and you don't have access to the Internet, get in touch with your park's or office's contracting officer for help with these sources of supply.

- C. Resource Conservation Recovery Act:** This Act says that some of the items you buy have to be made from "the highest percentage of recovered materials practicable." Examples include, but are not limited to, re-refined oil, re-tread tires, cement containing fly ash, insulation with recovered cellulose, and recycled paper products (for printers, writing tablets, toilet tissue, etc.).
- D. Competitive quotations:** You are not required to obtain quotations from different merchants when you buy goods and services that cost less than \$2,500 or construction that costs less than \$2,000. However, you should check with other companies when you think a price you are being quoted is unreasonably high. Also, you should spread your purchases around among local merchants so that no one company has the full benefit of your business.

### 3.6 Authorized Uses of the Card:

**A. You are the only person** that can use your card to buy goods and services needed as a result of your government employment. You may use your card at any merchant that accepts the card for payment of purchases, subject to the single purchase limit placed on your card. Do not let vendors add a surcharge to your purchase in exchange for their acceptance of the card; we are not required to pay this and you will not be reimbursed for the surcharge. In general, there are four ways you can use your card to buy goods and services:

- **At a retail store.** (This is also called an "Over-the-Counter" purchase). Buying items over-the-counter is done the same way as you would with one of your personal credit cards. Pick the item(s) you want, take them to the checkout clerk, and use the card to pay. Be sure to tell the clerk that the purchase is tax exempt before the item is rung up.
- **Over the Telephone:** When you buy items over the telephone, you need to make sure that both you and the person taking the order understand exactly what it is you want. Again, remember to mention that your purchase is tax exempt. The vendor must also agree not to put the charge on your card until the item is actually shipped. When you order items over the telephone and you want them picked up by someone else, care must be taken: ***You are the only one who can sign a transaction receipt.*** If the vendor wants the person who picks up the item to sign the receipt, then you have to be the one to pick it up.
- **Mail and Facsimile Orders:** When ordering by mail or facsimile, remember to write down your name, the card number, the expiration date of your card and the correct ship-to address. Remember that the ship-to address generally has to be a physical street address, not a P.O. Box. Again, be sure to mention on the order that your purchase is tax exempt.
- **Internet Orders:** When ordering through the Internet, you are responsible for the security of your account number and other card information. Make purchases via the Internet on secured links only. If the vendor's link is not secure, or if you are in doubt, use the telephone to place your order with the vendor. You will be responsible for working with the issuing bank and AOC in disputing any charges made to your card if the vendor's link is not secure and your card information gets in the wrong hands.

**B. Purchase of Personal Property:** The card may be used to buy some types of personal property, subject to policy in DO-44 and your park's or office's local policies.  
***Firearms may not be purchased by anyone using the card, including warranted***

**Contracting Officers.** If you purchase capitalized personal property with the card, you must inform your park's or office's property officer so that these items may be entered in the property system database.

**C. Shipping Charges:** You may pay shipping charges with your card if they are billed as a separate item and they cost \$250 or less. Shipping charges which exceed \$250 must be handled with a Government Bill of Lading (GBL). An alternative is to ask the vendor to have the items shipped FOB destination (i.e., the shipping charge is built into the cost of the item(s)).

**D. Telephone and Telephone Service Acquisition:** Some telephone equipment and services, such as Internet subscription services, cell phone services, telephones, system expansion boards and modules, modems and answering machines, may be purchased with the card. However, telecommunications systems and services, such as those covered by government-wide telecommunications contracts (currently, FTS 2001) can only be purchased by Contracting Officers. When in doubt, check with your Contracting Officer.

**E. Construction:** Non-warranted cardholders can use the card to buy construction services up to \$2,000. Warranted cardholders are limited only by the level of their warrant.

**F. Janitorial, Yard, and Maintenance Services:** While an authorized use of the card, be careful about using your card for janitorial, yard, or other maintenance/repair services to be sure that you don't get into a long-term situation that might cost more than \$2,500 per year. It is absolutely necessary to have proper documentation for these types of acquisitions. Any long-term services in excess of \$2,500 per year would be subject to the Service Contract Act. For this reason, you should see your Contracting Officer whenever such services are being considered.

**G. Equipment Maintenance and Fuel Acquisitions:** You may use your SmartPay card to buy parts and services for government owned vehicles that do not have an assigned card. (One example would be vehicles used for undercover work). Bulk fuel orders may also be purchased using the card.

**3.7 Prohibited Uses of the Card:** You cannot use your card to purchase:

- A. Long term rental or lease (12 months or longer) of land, buildings, garages, or parking spaces for official vehicles.
- B. Printing or copying services (except when exemptions from regulations are granted from the General Printing Office).
- C. Personal Uniform items available from R&R Uniforms, with the exception of nametags. Warranted contracting officers may use the card for the acquisition of VIP uniforms, badges, and other items.
- D. Personal Protective Clothing and Footwear except under special circumstances (i.e., the acquisition of personal protective gear).
- E. Only warranted contracting officers may use the card to purchase sensitive property, specifically computers, printers, monitors, cameras, camcorders, cars, trucks, vans, motorcycles, motor scooters, and boats.
- F. Firearms and weapons.

- G. Meals and Lodging: You cannot buy lodging or meals at your permanent duty station. Special provisions exist in the event of fires and other emergencies. See your A/OPC for details on these provisions.
- H. Cash advances for the purpose of making purchases.
- I. Gasoline, oil or repair services for Interior owned vehicles and equipment with assigned fleet cards and GSA leased vehicles with GSA Fleet Cards.
- J. Unique needs such as any service or product that would require detailed specifications or a statement of work.

**3.8 Backorders:** If an item you purchase needs to be backordered, make sure the vendor agrees not to process the charge against your card until the order is actually shipped. During the last couple of months of the fiscal year, make sure that funds are committed in case your order is shipped after September 30th. See your budget / finance office for instructions.

**3.9 Shipping Addresses/Contact Points:** The shipping document or packing slip should include your name, address, telephone number and the term "Payment by Purchase card." This will help your receiving office get in touch with you if a problem arises and allows you to check the receipt against your statement.

### **3.10 Use of Convenience Checks:**

- A. **General Requirements:** With the approval of both your supervisor and your A/OPC, this is a check that you can use from the issuing bank to pay for goods and services when a merchant will not accept your card. The following are the requirements for obtaining and using these checks.
  - First, you need to get the approval from your reviewing official and your A/OPC before checks can be issued to you.
  - You are the only one who can use your checks.
  - Your convenience checks will have the same single purchase and monthly spending limits as your card.
  - You must ensure the checks are secured when not in use.
- B. **Use of the Checks:** For your convenience, your check supply will include an original and carbon copy of each check. Carbons should be kept as part of your official record. These carbons must be kept for a period of three years. When you write a convenience check, make sure that the following information is entered in the appropriate spaces and is legible.
  - Date should be spelled out with the month, date and four digit year.
  - Enter the name of the payee (vendor) and make sure it is legible.
  - Under no circumstances can checks be made out to "cash".
  - Write the amount of the check in numbers and words, followed by the numerical amount in the appropriate spaces.
  - Write the check for the exact amount of the purchase.
  - In the memo field, enter a short description of the purchase.
  - Sign the check in the space provided. It should be signed the same way as your name is printed on the check.
  - Use a convenience check register to verify amounts as they appear on your monthly statements.

**C. Special Situations:**

- If an error is made and you need to void the check, write VOID – NOT NEGOTIABLE on the check and the carbon.
- If you need to stop payment on a check, notify the issuing bank immediately by calling 1-800-472-1424.
- If you have any checks lost or stolen, you need to contact the issuing bank immediately by calling 1-800-472-1424. Also notify your A/OPC as soon as possible. You may need to close your account if several checks are lost or stolen.

**D. Internal Revenue Service (IRS) Reporting Requirements:** By law, the IRS must be notified that you have purchased items from a vendor using a convenience check. You are responsible for obtaining this information from the vendor for each check you write. You may write this information down in any way that you choose, so long as it's legible. Every three months you will need to mail to AOC copies of this information so that AOC can then forward the information to the IRS. The information should be sent to AOC to the attention of Jeff McGraw. Jeff can be reached at 703-487-9024 to answer any of your questions. Here's the information you'll need to collect:

- Name and complete address of the vendor.
- The vendor's Federal Taxpayer Identification Number (TIN) or social security number (SSN).
- The amount of the payment.
- Your name and office telephone number.

**3.11 Using the Card as a Payment Tool:** (For use primarily by contracting and procurement officials). The Federal Acquisition Regulations were amended to allow payments for purchase orders and contracts to be made using your card. Since credit card payments are in compliance with Treasury's EFT requirement and are both more efficient and less costly than other methods, you are encouraged to use this payment method as much as possible. If you elect to pay your documents with your card, please do the following.

- Insert the appropriate language contained in the FAR when writing the payment terms to allow payment by credit card.
- You should still obligate your purchase orders and contracts into FFS.
- Once the payment is accepted by the vendor, you need to ensure that the obligation is cancelled from FFS. AOC will assist you in this effort if needed.
- Remember to remain within the same single purchase limits of your card.

3.12 **Reconciling your Monthly Statement:** The billing cycle for the card ends on the 27<sup>th</sup> of the month. You should receive your statement within 10 days of cycle closure. You are responsible for:

- A. Reviewing your statement for accuracy.
- B. Writing down a clear description of each item you buy on your monthly statement. Words like "miscellaneous" or "general" are not enough. Write in the appropriate NPS account number to be charged if different from your default account.
- C. Keeping a Transaction Log for telephone, facsimile, and Internet orders.
- D. Reconciling your account within 5 days of receiving your statement, signing the back of the statement, and giving the statement to your reviewing official upon request.
- E. Keeping the original receipts and other documentation for all items you buy for three years. If you don't have a receipt for a purchase, you have to attach a "memorandum for the record" which describes the item, date of charge, merchant's name and an explanation as to why the receipt can't be provided. If you transfer to another location or leave the NPS, you must turn over all of your receipts and records to your reviewing official.

Remember that your SmartPay card will be assigned to one accounting code. Each card is linked to a single specific NPS account number, which becomes the default number for charges to that card. Distribution of charges to multiple NPS accounts may be accomplished through the FFS tables or in EAGLS, when available.

## Chapter 4 Using your SmartPay Card for Travel Related Expenses

**4.1 General:** When set up for this purpose, you can use the card to pay for expenses when you are on official travel. Some expenses, like airline and train tickets, rental cars, gasoline for rental cars, parking, taxi and shuttle services are centrally billed and paid for directly by the NPS. Other expenses, such as hotel and restaurant, are billed directly to you. All travel is subject to the rules in the Federal Travel Regulations (FTR 41CFR300-304).

### 4.2 Card Use:

- A. **Temporary Duty Travel:** You are expected to use your card for all reimbursable travel expenses related to temporary duty travel. The only exceptions are for expenses incurred from vendors who characteristically do not accept the card; specifically, taxi and other local transportation systems, laundry and dry cleaning services and local parking.
- B. **Permanent Change of Station (PCS) Travel:** You cannot use your card for (PCS) costs unless specifically authorized by the PCS travel orders. When used for PCS travel, the card may only be used for house hunting expenses and for expenses incurred en-route to your new duty station. The card may not be used to pay for temporary quarters expenses once you have arrived at your new duty station.
- C. **Transportation tickets:** Transportation tickets must be purchased only from travel agencies under GSA contract, or directly from a transportation provider using contract airline and rail passenger service rates. Employees must have a travel authorization before travel starts.

**4.3 Personal Identification Number (PIN) for Gasoline Purchases:** When using your card to purchase gasoline for rental vehicles, the appropriate PIN number to use is 999999. Fuel cannot be purchased for a privately owned vehicle using the card.

**4.4 Cash Advances:** Your card may be used to obtain cash advances from most automated teller machines (ATM) for up to \$250 per day / \$500 per week. A cash advance must be approved on your travel authorization and you should get the cash advance no earlier than three days before your trip. Cash advances are limited to: temporary duty travel, temporary duty extended travel (TDE), and for certain permanent change of station expenses (en route and house-hunting expenses). Cash advances should not exceed the expected local allowance for meals and incidental expenses (M&IE), and for other expenses that you might not be able to charge on the card. There will be a 1.9% service fee based on the amount of the cash advance; there may also be an ATM service fee. Both of these fees are reimbursable, and should be listed on your travel voucher. If you can't get an advance from an ATM, a cash advance can be issued with an approved Advance of Funds Application and Accounts (SF-1038), although this option generally has to be initiated at least 2 weeks before your travel is scheduled to begin.



**4.5 Travel Vouchers and Receipts:** You should list all reimbursable expenses on your travel voucher. When on TDY travel, you should submit your voucher within five days after return from travel; TDE and PCS travelers should prepare and submit the voucher at least once every thirty days. When completing a travel voucher you should claim reimbursement for M&IE, lodging, mileage, ATM fees, local transportation and other miscellaneous expenses that will be individually billed (IBA). The travel expenses that are centrally billed, such as airline, train, car rental, fuel and airport parking, are not to be claimed for reimbursement on your travel voucher. However, they must be listed, by description and amount, in "Block 12" of the voucher with the annotation "CBA" for centrally billed. Receipts for all lodging and transportation expenses regardless of the amount, and for all expenses over \$75.00 must be attached to the travel voucher. You should keep a copy of the voucher and all receipts in case a question or problem comes up about your reimbursement.

Since rental car and fuel charges will be centrally billed, you need to make sure that only official, reimbursable rental car expenses are charged to your card. Charges resulting from personal and/or unofficial use must be billed separately to a personal charge card or paid by other means.

**4.6 Corporate Accounts for Transportation Tickets:** On occasion, offices and parks may have a need to purchase transportation tickets for individuals, such as interviewees, invitational travelers, and employees who do not have a card. As a means of purchasing transportation tickets for these individuals, offices and parks may open a corporate account for this purpose. Establishment of the corporate account must be requested through the Accounting Operations Center. The account may be opened in the name of an office or park, but a specific individual must be designated as responsible for managing and reconciling the account. This account shall be used carefully and sparingly and only for purchasing transportation tickets. Each charge against a corporate account must be authorized by a travel authorization. A copy of the travel authorization should be retained by the individual responsible for reconciling the account. All transactions on the corporate account will be centrally billed. The corporate account must be reviewed monthly to ensure that the account is used only for its intended purpose.

## Chapter 5: Role of the Agency/Organization Program Coordinator

**5.1 Overview:** The Agency/Organization Program Coordinator (A/OPC) is responsible for the day-to-day operation of the SmartPay Program. This individual also serves as liaison between cardholders and the issuing bank. EAGLS Training for A/OPC's is on the EAGLS website, which is available 24 hours a day, 365 days a year. The only requirement to log onto the website is the A/OPC's User ID and Password. This website contains updates on EAGLS, online forms and computer-based training. User manuals and program guides are viewable and downloadable via the THD website. The A/OPC will also be able to hyperlink directly to other related websites such as EAGLS Report and Insta-Tech and obtain general and helpful hints to assist in their daily tasks.

Through EAGLS, individual cardholders can only perform maintenance on their own accounts including account activation, requesting a new card, or changing an ATM PIN number. These maintenance items are not the responsibility of the A/OPC. The range of responsibility of A/OPCs for cardholders' accounts differs with the specific A/OPC position. The A/OPC's access to account information is limited to cardholder's accounts within their hierarchy level or below. A summary of this hierarchy follows:

<u>Title</u>	<u>Level</u>
Department of the Interior A/OPC	HL1
National Park Service A/OPC	HL2
Regional A/OPC (Includes Service and Program Centers)	HL3
Park A/OPC	HL4
NPS Divisions within Park A/OPC	HL5

**5.2 Responsibilities:** The A/OPC is responsible for the following functions:

- Processing of Application Forms for SmartPay Card Accounts
- Maintaining cardholder accounts
- Conducting internal auditing of cardholder accounts
- Handling Transaction Disputes on Centrally Billed Accounts (CBA) and/or Individually Billed Accounts (IBA)
- Transferring of Cardholders

### 5.3 Processing Application Forms:

- A. The application is completed by the individual cardholder and forwarded to the reviewing official for approval.
- B. After approval of the application, the reviewing official forwards the application to the A/OPC.
- C. The A/OPC verifies that all information is correct and accurate. A credit limit is set based on the NPS Option Set guidelines.
- D. The A/OPC faxes the application to the issuing bank for processing.

**5.4 Maintaining Cardholder Accounts:** All cardholder accounts are processed in EAGLS using the following guidelines:

- **Queued Credit Limit Change Requests:** The A/OPC is responsible for determining whether a credit limit increase request is warranted in an individual cardholder's account. This request must be approved by the cardholder's reviewing official. The A/OPC then enters the approved changes in EAGLS
- **Activation/Deactivation of Accounts to Cover Special Situations:** This can include activation of an account to cover a specified period of time or function. For more information on these conditions please refer to the EAGLS website.
- **Review of Account Renewal Reports:** The A/OPC is responsible for reviewing the Account Renewal Reports and for closing accounts. Keep in mind that the Account Renewal Report generates accounts that are due to expire 90 days prior to the account renewal date. If no action is taken prior to 45 days before the renewal date, a new card will be mailed automatically. It's very important that new cards not be forwarded to cardholders who have terminated employment or separated from the Government.
- **Transfers of Charges:** In the event of billing errors to accounts between individually billed and centrally billed transactions, the A/OPC has the authority to transfer these transactions between centrally billed and individually billed accounts. The cardholder requests the transfer through EAGLS and it is queued to their A/OPC. If the A/OPC needs a transaction moved on their own account, they must go to the next level A/OPC.
- **Transfer of Cardholder:** When a cardholder transfers to another office/park/region within the NPS, their cards may transfer to the new location along with them. Once notified by the cardholder, the gaining A/OPC should make sure the hierarchical and account information is correct prior to the cardholder using their card.

### 5.5 Conducting Internal Reviews and Audits:

- A. The A/OPC is responsible for ensuring that cards are being used correctly, efficiently and legally. The A/OPC have the discretion of monitoring all card account activity within their hierarchy regardless of the cardholder involved. If concerns or questions occur as a result, these will be documented and brought to the attention of both the cardholder and the reviewing official.
- B. In cases of suspected misuse, the A/OPC can, after notification to the cardholder and the reviewing official, suspend a cardholder account while an investigation is pending. Cancellation of the account is warranted if misuse is confirmed. These actions by the A/OPC are conducted by telephone with the issuing bank.
- C. Audits help to ensure that cards are being used correctly, efficiently and legally. The Accounting Operations Center (AOC) will, on a quarterly basis, provide to A/OPCs a list of randomly selected cardholders. Park and Office A/OPCs will review these cardholder's purchases to ensure that the card is being used properly for both purchases and travel. Reviewers shall document their findings in accordance with locally developed procedures.

## Chapter 6: Fleet Guidance

**6.1 Program Introduction and Goals:** The purpose of this document is to provide guidance on the use of the SmartPay Fleet Card for obtaining authorized supplies, services and repairs for motor vehicles, equipment, boats and small airplanes, owned or commercially leased by the NPS. The fleet card provides a valuable tool to control and streamline the administration of fleet expenses. The fleet card also provides a convenient way to pay for and track these expenses. The General Services Administration (GSA) Fleet Management Center provides a separate Voyager Charge Card along with each GSA leased vehicle.

**6.2 Scope:** The fleet card is not a part of the travel or purchase card business lines. Fleet cards are assigned to a specific vehicle, major piece of equipment, boat or aircraft. There is only one fleet card per vehicle, so that the vehicle usage data can be captured and compiled in the Agency Motor Vehicle Report, Standard Form 82. Only the Park/Area Fleet Manager can place orders for new fleet cards and/or cancel fleet cards that are no longer required.

**6.3. Fleet Card Threshold/Limit:** There is a \$2,500 maximum dollar amount allowed per month for purchases with each fleet card. This limit includes fuel and vehicle repairs. All charges over the maximum amount allowed per month must be coordinated with and approved by the park/area Fleet Manager or a designated individual. If a single vehicle repair purchase is over \$2,500 or more, the Fleet Manager must submit a completed Purchase Request, Form DI-1 through the Accountable Officer to the Procurement Office for processing.

**6.4 Bulk Fuel/Repair Parts Purchases:** All bulk fuel/repair supplies for any maintenance facility must be purchased with the purchase business line and not the SmartPay Fleet Card.

**6.5 Ordering Fleet Cards:** When ordering fleet cards for Interior owned vehicles, major pieces of equipment, boats or aircraft, the "I" tag number must be embossed on the card so that all supply and service transactions charged with the card will be assigned to the correct vehicle, major piece of equipment, etc. However, when ordering fleet cards for small motorized equipment such as lawn mowers, chain saws, hand tractors, compressors, etc., one charge card may be used to obtain fuel, lubricants and other supplies for all such equipment. The Park/area Fleet Manager must assign a miscellaneous control number for such cards. This miscellaneous control number must be embossed on the charge card in lieu of the "I" tag number. The assignment of numbers must be as follows: MISC-ORG Code-01, etc. (numbers will be sequentially assigned beginning with 01).

**6.6 Using the Fleet Card at the Pump:** When using a fleet card at the pump, the driver will be prompted to enter his or her Personal Identification Number and the vehicle mileage. The PIN number is the same for all cardholders. It is 111111.

**6.7 State Taxes/Billing:** State Sales taxes should be deducted from all fuel purchases by the issuing bank before the bills are mailed.

## 6.8 Motor Vehicle Maintenance

- A. Motor vehicle operators must use the grade (octane rating) of fuel recommended by the vehicle manufacturer, when fueling a motor vehicle owned or leased by the Government.
- B. Motor vehicle operators must not use premium grade gasoline in any motor vehicle owned or leased by the Government unless the vehicle specifically requires premium grade gasoline.
- C. Self-service pumps must be used to the fullest extent possible.
- D. Records must be maintained on each NPS owned, commercially leased vehicle, if leased more than 60 days and GSA leased vehicles to reflect utilization data to include miles or hours operated on a daily basis. Data covering two or more short trips during a single day may be combined to record total utilization during that particular day.

## 6.9 Care of Motor Vehicles.

- A. Vehicle operators must always ensure that keys and fleet cards are removed from unattended vehicles, and that all such vehicles are locked.
- B. The operator of the vehicle is responsible for immediately notifying the Park/area Fleet Manager of any accidents or damage to a motor vehicle. The Park/Area Fleet Manager is responsible for notifying the Accountable Officer responsible for the vehicle, of any accident(s) in which the vehicle may be involved. Whenever there is damage to an NPS owned, commercially leased or GSA leased vehicle, a report of survey must be completed by the operator of the vehicle and/or the Park/area Fleet Manager and forwarded to the Accountable Officer.
- C. Whenever vehicle damage results through misconduct or improper operation by an employee, the employee must be held financially responsible in accordance with Property Management Handbook, NPS-44. Therefore, all repairs of damage to motor vehicles must be approved by the Park/area Fleet Manager and reported to the Accountable Officer.

## 6.10 Fleet Charge Card Administration and Fleet Manager Responsibilities

- A. **Regional/Park Fleet Manager(s) Responsibilities.** Fleet Managers are responsible for establishing procedures for issuing fleet cards for all NPS owned motor vehicles, major pieces of equipment, boats, aircraft and small motorized equipment to prevent unauthorized use, and to ensure controlled use of the fleet cards.

- B. **Fleet Hierarchy Setup.** The fleet hierarchy in EAGLS is set up differently from the travel/purchase hierarchy. The fleet hierarchy structure is as follows: HL1 ( DOI), HL2 (NPS APC), HL3 (NPS Fleet Manager), HL4 (Regional/Center Fleet Manager), HL5 (Park Fleet Manager) and HL6 or HL7 (Office Fleet Manager). Fleet Managers are responsible for making necessary changes and/or adjustments to their fleet accounts.
- C. **Fleet Card Billing/Statements.** Fleet transactions are centrally billed. There is a monthly statement mailed for each individual card. If there are discrepancies on the statements, contact the issuing bank Customer Service Department at (800) 472-1424.
- D. **Transferring of NPS Owned Vehicles From One Park to Another.** If a motor vehicle is transferred to another park, the fleet card along with the license plate should be transferred with the vehicle and annotated on the Transfer of Property Form, DI-104. The Park/Area Fleet Manager transferring the vehicle is responsible for coordinating with the receiving park to ensure that all of the necessary adjustments are made in EAGLS, such as hierarchy and account changes.
- E. **Vehicle Repair Limitations.**
- Except when determined administratively impractical, a motor vehicle will be replaced in lieu of being repaired when the cost of repairs is expected to exceed the economic value of the vehicle.
  - A vehicle that is wrecked or damaged beyond economical repair limits (including wear caused by abnormal operating conditions), may be replaced without regard to the normal replacement standards referenced in Federal Property Management Regulation (FPMR) Subpart 101-38.4. Prior to replacement, a written certification to that effect is required by the Regional Director.
- F. **Motor Vehicle Reporting Requirements.** The Operator's Record, Form DI-120 may be used for recording utilization data. The fleet cards will be used to capture the required data for the SF 82 Report and Executive Order 13031, "Federal Alternative-Fueled Vehicle Leadership."
- G. **Fleet Change Forms.** There are three fleet change forms and instructions to make the necessary adjustments in the EAGLS system: (1) Hierarchy Structure Change Request, (2) Fleet Account Change Form and (3) the Fleet Account Setup Form.

